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8/5/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Matthew PLAN

Appln. No. : 10/084,176

Filed : February 28, 2002

For : DYNAMIC INTERACTIVE VOICE ARCHITECTURE

Group Art Unit: 2642



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Technology Center 2000

Assistant Commissioner of Patents  
Washington, D.C. 20231

Sir:

In accordance with the duty of disclosure under 37 C.F.R. 1.56, 1.97-1.98, Applicant hereby calls the following documents to the Examiner's attention:

U.S. Patent No. 5,255,305 to SATTAR, issued October 19, 1993;

U.S. Patent No. 5,488,650 to GRECO et al., issued January 30, 1996;

U.S. Patent No. 5,737,393 to WOLF, issued April 7, 1998;

U.S. Patent No. 5,771,276 to WOLF, issued June 23, 1998;

U.S. Patent No. 6,014,427 to HANSON et al., issued January 11, 2000;

U.S. Patent No. 6,014,428 to WOLF, issued January 11, 2000;

U.S. Patent No. 6,067,357 to KISHINSKY, issued May 23, 2000;

U.S. Patent No. 6,212,178 to BECK et al., issued April 3, 2001;

U.S. Patent No. 6,259,444 to PALMER et al., issued July 10, 2001;

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U.S. Patent No. 6,314,167 to JOHNSON, issued November 6, 2001;

U.S. Patent No. 6,314,402 to MONACO et al., issued November 6, 2001;

U.S. Patent No. 6,321,198 to HANK et al., issued November 20, 2001;

A screen shot of an Internet website, entitled "Interactive Voice Response (IVR)", at <<http://www.toshiba.com/taistsd/ivr.htm>>, obtained no later than December 20, 2001;

A screen shot of an Internet website, entitled "Professional Voice-over for Telephone Systems", at <<http://www.home.istar.ca/~talent/IVRprice.htm>>, obtained no later than December 20, 2001; and

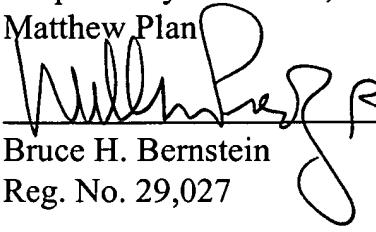
A screen shot of an Internet website, entitled "Strata CS Integrated Voice Response Applications", at <[http://www.toshiba/taistsd/stratacs\\_ivr.htm](http://www.toshiba/taistsd/stratacs_ivr.htm)>, obtained no later than December 20, 2001.

Applicant respectfully requests that the Examiner consider the above documents and cite the same. Copies of the above-noted documents are attached and have been listed on a PTO-1449 Form which is also attached hereto. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the form to the Applicant with the next official communication in the present application to confirm consideration of these documents.

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Should there be any questions regarding this paper, please contact the undersigned at  
the below listed number.

Respectfully submitted,  
Matthew Plan

  
Bruce H. Bernstein  
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June 4, 2002  
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